



DISTRICT OF CLEARWATER

JOB TITLE: Director of Operations and Infrastructure

NATURE AND SCOPE OF WORK:

Reporting to the Chief Administrative Officer (CAO) the Director of Operations and Infrastructure participates as a senior staff member in the overall District administration.

The Director of Operations and Infrastructure is responsible and accountable for ensuring effective, efficient, economical administration, planning and operation of Public Works, Utilities, Facilities and District Parks including the cemetery, and will exercise supervision over those operations and personnel involved.

The primary function of this position is to develop and implement policies, procedures and programs in operations, maintenance and construction as they relate to the functions of water, sanitary sewer and storm water utilities, roads, District buildings and facilities, cemetery, community parks, including trails/multi-use pathways within the District boundaries (including Dutch Lake Community Centre, North Thompson Sportsplex and Centennial Hall).

Secondary responsibilities of this position include assisting in the Planning & Development Services with respect to commenting on development referrals, subdivision applications and capital infrastructure projects.

The following positions will report directly to the Director of Operations and Infrastructure:

Manager of Facilities & Community Parks whose primary function is to be accountable for the development and implementation of policies, procedures and programs in operations, maintenance, and capital works projects as they are related to District parks and facilities.

Public Works Foreman whose primary function is to be accountable for the function and day to day activities of the District's utilities, which include water distribution and treatment, sewage collection, treatment and disposal, dyke and cemetery maintenance.

The Director is a key member of the senior management staff and is required to participate in the overall policy planning, administration, and management of the District public works and infrastructure departments. With the rapid growth of the District, involvement in the overall District management is an increasingly important facet of this position.

Major Duties and Responsibilities:

Work Planning and Organization:

1. The incumbent is responsible for managing the following functions / departments: water, wastewater, roads, drainage, fleet & equipment, cemetery, community parks, trails/pathways and facilities. This position requires a firm grasp of human relations skills that will motivate a workforce to accomplish the objectives of the department in an efficient and unified manner.
2. The incumbent has the responsibility to ensure that the activities of the functions within the department as outlined above are coordinated and to promote an atmosphere of cooperation with all municipal departments and staff. The Director will ensure that services for vehicle and equipment maintenance and management, electrical and carpentry are provided in a timely, coordinated, economical, and effective manner.
3. The major challenge of the position arises from the need to contribute to the overall management and direction of the municipality and to direct the public works, utilities, all facilities, and community parks functions to provide effective and economical services with a strong customer focus and in accordance with the will of Council.
4. Administration of all functions including water, wastewater, roads, drainage, fleet & equipment, cemetery, community parks, trails/pathways and facilities and operations as follows:
 - a) Analysis in operational programming as and when required.
 - b) Planning and community development.
 - c) Monitor and submit all required reporting to the local Health Authority, Ministry of Environment, and others as required from time to time.
 - d) Departmental staff selection, recruitment and assignment when required, with approval from the CAO.
 - e) Departmental budgetary preparation, reporting and control.
5. Oversees the coordination and maintenance for:
 - a) All work performed by the District works crews, ensuring where required, such standards are consistent with Municipal, Provincial and Federal legislation.
 - b) Ensuring the efficient coordination, scheduling, and dispatch of works crews, required on-site supervision and the effective reporting of financial and non-financial project status.
 - c) Maintaining and continuing an effective working relationship with administrative personnel in the joint interpretation of municipal government bylaws and policies.
6. Responsible to oversee the review of development and planning applications and ensure compliance with the current Subdivision and Development Servicing Bylaw.

7. Serves in a technical liaison capacity with outside consulting, engineering, and development companies, with responsibility of ensuring and coordinating the undertaking as required of on-site inspections to ensure conformity with approved plans, including subdivision and development plans.
8. Responsible for scheduling and supervision of capital construction projects undertaken by District staff or contractors pertaining to water, wastewater, roads, drainage, fleet & equipment, cemetery, community parks and facilities.

Budget and Financial Management:

9. Responsible to liaison with staff and Council on implementation of Council's Strategic Plan, the District's Five (5) year operating and capital plan.
10. Responsible for preparing the annual operating and capital budgets for the water, wastewater, roads, drainage, fleet & equipment, cemetery, community parks, trails/pathways, facilities and providing direction in the preparation of long-term capital budgets and asset management planning.
11. Manages and directs the implementation of the level of service, maintenance and capital construction programs including preventative maintenance of all public works operations, District facilities and community parks.

Reporting:

12. The position is highly visible, requires attendance at Council meetings to present reports pertaining to departmental responsibilities. Appreciation of the sensitivity to political issues affecting the municipality is required of the incumbent, as is a high degree of acumen when dealing with the public.
13. Through the CAO is responsible for:
 - a) ensuring Council is provided with on-going progress reports for annual capital construction projects undertaken either by District personnel or by contractors hired by the District tendering process.
 - b) completing policy review and development of new policies
 - c) completing Bylaw review and development of new Bylaws and policies pertaining to the job function.

Customer Service:

14. Responsible to ensuring the prompt and courteous processing of service requests and complaints from citizens with respect to operations and services with response to water, wastewater, roads, drainage, fleet & equipment, cemetery, community parks, trails/pathways and facilities.

Staffing:

15. Will be responsible for the development and training of the Manager of Facilities and Parks, and Public Works Foreman, and staff reporting to the aforementioned, and to guide, motivate, and effectively manage others.

16. Develops and implements training programs, and prepares assessment reports, as required on the performance of subordinate staff members.

Other:

17. Performs other duties and responsibilities which may be assigned from time to time by the CAO.

Key Competencies:

Collaboration and Negotiation	Able to work collaboratively across departments and with external agencies/groups to ensure ideas, proposals and solutions of all stakeholders are considered. Able to address the varied and time-sensitive needs of the departments and direct reports.
Communication	Excellent interpersonal, oral, and written communications skills. Able to produce and present complex technical material to various audiences.
Conflict Management	Able to resolve conflict with a professional manner and calm demeanor, and to deal effectively with the public, staff, elected officials, and external agencies.
Decision Making and Problem Solving	Advanced analytical, problem solving and decision-making skills, utilizing sound judgment.
Leadership	Able to encourage, inspire and support others to deliver. Leads by example in maintain respectful, safe, and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity, and fairness.
Planning and organizing	Strong planning, organization, and project management skills. Able to meet deadlines, multi-task and manage time effectively, while delivering high quality results.
Professionalism	Exemplifies ethical practices, professionalism, and personal integrity in performance of duties. Displays a high level of integrity, tact, and diplomacy.
Results and Quality Focus/Attention to Detail	Proven ability to perform with a high level of attention to detail and accuracy. Competent in research techniques with exceptional analytical skills. Sound project management skills.
Teamwork	Works effectively as both a team leader and team member, promoting team cohesion, inclusion, and collaboration.

Required Skills, Knowledge, Ability, Licenses and Special requirements:

1. Degree in Business Administration, Public Administration, Undergraduate degree from a recognized educational institution in Civil or Mechanical Engineering, Environmental Sciences, or a related discipline. Technical diploma with supplemental experience and demonstrated continued education will be considered.
2. Minimum five (5) years of increasingly responsible management experience in a multi-functional municipal engineering and operational environment.
3. Supervisory / Leadership skills training.
4. Membership in appropriate professional groups and associations.
5. Strong operational understanding of:
 - a) Water treatment and distribution, sanitary sewer collection and treatment, and storm drainage systems.
 - b) Roads, street lighting, Parks, trails/pathways.
 - c) Fleet, equipment and building management activities.
 - d) Asset Management principles.
6. Valid BC Driver's Licence (minimum Class 5), satisfactory driver's abstract
7. Thorough knowledge and experience in the application of the Occupational Health and Safety Regulations affecting municipal operations.
8. Thorough knowledge of the principles and methods of engineering design and administration.
9. Knowledge of the principles and practices of community planning.
10. Proficiency with geographic information systems and Microsoft Office.
11. Ability to establish and maintain effective working relationships with politicians, senior staff, employees, other agencies and strong commitment to customer service and public relations.